

Form PTO-1449

U.S. DEPARTMENT OF COMMERCE
PATENT AND TRADEMARK OFFICE

ATTY. DOCKET NO.
37770

SERIAL NO.
09/400,320

INFORMATION DISCLOSURE CITATION

APPLICANT
John C. Mears et al.

FILING DATE
September 21, 1999

GROUP

2742 2642

U.S. PATENT DOCUMENTS

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Technology Center 2600

FOREIGN PATENT DOCUMENTS

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OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, Etc.)

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Benay Q. Tran 9/24/02

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				FILING DATE September 21, 1999									
U.S. PATENT DOCUMENTS													
EXAMINER INITIAL		DOCUMENT NUMBER						DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
WLB		6	0	9	4	6	7	3	7/2000	Dilip et al.			
WLB		5	9	9	1	3	9	4	11/99	Dezonno et al.			
WLB		5	7	4	0	2	4	0	4/98	Jolissaint			
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		DOCUMENT NUMBER						DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO	
WLB		9	7	1	2	4	4	8	4/97	WO			
WLB		2	1	7	8	7	0	5	3/97	Canada			
OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, Etc.)													
WLB	1	Carl R. Strathmeyer, "Call Control in a Digital Multimedia Network", Computer-Telephone Division Dialogic Corporation, pp. 1-5, 1996.											
WLB	2	Al Baker, "Looking Ahead: Media Blending", Siemens Business Communication System, Inc. 3 pages, published prior to September 21, 1999.											
WLB	3	"An Introduction to Computer Telephony", Dialogic Corporation, pp. 1-10, January 1997.											
WLB	4	Kerry W. Hassler et al., "Revolutionizing Definity Call Centers in the 1990s", AT&T Technical Journal, pp. 64-75, July/August 1995.											
WLB	5	"EMMS Electronic Mail & Messaging System", Vol. 22, No. 18, pp. 1-4, October 2, 1998.											
WLB	6	"Microlog's Uni-Que Agent", Computer Telephony the Magazine for Computer and Telephony Integration, a Miller Freeman Publication, cover page and page 78, December 1998.											
WLB	7	Betty Yuan, "Building an All Media Call Center", Teleconnect, Special Section: Small Call Centers, Vol. 17, No. 7, 3 pages, July 1999.											
WLB	8	Eric Anrum, "Unified Messaging: It's All Just Email", Business Communications Review, pp. 37-40, Nov. 1998.											
WLB	9	Andrew Singleton, "Cash on the Wirehead", 9 pages, June 1995.											
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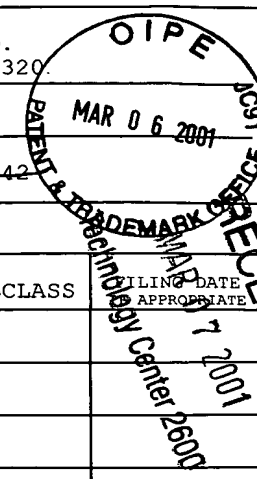
Benny Q. Tien 9/22/02

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INFORMATION DISCLOSURE CITATION (Use several sheets if necessary)				APPLICANT John C. Mears et al.		<div style="border: 1px solid black; border-radius: 50%; padding: 10px; display: inline-block;"> OIPE MAR 06 2001 RECEIVED JCS1 PATENT & TRADEMARK OFFICE Technology Center 2600 </div>	
				FILING DATE September 21, 1999			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	
<i>Wdy</i>		5 9 0 7 5 4 7	5/99	Foladare et al.			
		5 8 8 4 0 3 2	3/99	Bateman et al.			
		5 5 4 6 4 5 2	8/96	Andrews et al.			
		5 5 2 6 4 1 7	6/96	Dezonno			
		5 4 0 0 3 2 7	3/95	Dezonno			
		5 8 7 0 4 6 4	2/99	Brewster et al.			
		5 9 2 3 8 8 5	7/99	Johnson et al.			
		5 1 6 4 9 8 1	11/92	Mitchell et al.			
		5 5 4 6 4 5 5	8/96	Joyce et al.			
		5 0 0 8 9 3 0	4/ 91	Gawrys et al.			
		5 1 8 5 7 8 2	2/93	Srinivasan			
		5 7 4 2 6 7 5	4/98	Kilander et al.			
		5 2 0 6 9 0 3	4/93	Kohler et al.			
		5 4 7 9 4 8 7	12/95	Hammond			
	<i>Wdy</i>		5 7 9 6 7 9 1	8/98	Polcyn		
		5 8 4 4 9 8 2	12/98	Knitl			
		5 4 4 4 7 7 4	8/95	Friedes			
		5 5 9 2 5 4 3	1/97	Smith et al.			
		5 7 0 3 9 4 3	12/97	Otto			
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U.S. PATENT DOCUMENTS											
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE APPROPRIATE					
<i>WLB</i>	5 8 4 8 1 4 3	12/98	Andrews et al.								
	5 6 1 9 5 5 7	4/97	Van Berkum								
	5 8 3 1 6 6 5	11/98	Dezonno								
	5 9 6 3 6 3 5	10/99	Szlam et al.								
	5 3 8 4 7 7 1	1/95	Isidoro et al.								
	5 5 0 0 8 9 1	3/96	Harrington et al.								
	5 5 5 7 6 6 8	9/96	Brady								
	5 8 2 5 8 6 9	10/98	Brooks et al.								
	5 6 6 8 8 6 2	9/97	Bannister et al.								
	5 5 4 8 6 3 6	8/96	Bannister et al.								
	5 5 7 2 5 8 1	11/96	Sattar et al.								
	5 5 3 5 3 2 3	7/96	Miller et al.								
	5 5 1 1 1 1 7	4/96	Zazzera								
	5 8 0 2 1 6 3	9/98	Miloslavsky								
	4 7 8 9 9 6 2	12/88	Berry et al.								
5 5 8 6 1 7 8	12/96	Koenig et al.									
5 6 3 3 9 2 3	5/97	Kovarik									
<i>WLB</i>	5 6 3 3 9 2 4	5/97	Kaish et al.								
	5 6 5 2 7 9 1	7/97	Sunderman et al.								

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					YES NO						

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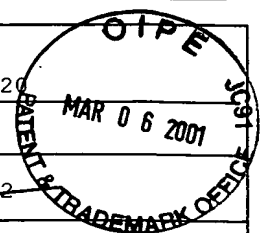
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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IC APPROXIMATE
2018	5 6 7 8 0 0 2	10/97	Fawcett et al.			
	5 7 4 2 6 7 5	4/98	Kilander et al.			
	5 5 4 4 2 3 2	8/96	Baker et al.			
	5 3 2 7 4 9 0	7/94	Cave			
	5 2 4 7 5 6 9	9/93	Cave			
	5 7 2 4 4 2 0	3/98	Torgrim			
	5 7 2 4 4 1 9	3/98	Harbuziuk et al.			
	5 5 3 5 2 7 0	7/96	Doremus et al.			
	4 8 8 1 2 6 1	11/89	Oliphant et al.			
	5 5 8 6 1 7 9	12/96	Stent et al.			
	4 7 8 8 6 8 2	11/88	Vij et al.			
	5 3 0 9 5 1 3	5/94	Rose			
	5 3 8 4 8 4 1	1/95	Adams et al.			
	5 5 4 6 4 5 6	8/96	Vilsoet et al.			
2018	5 7 2 4 4 0 6	3/98	Juster			
	5 7 9 0 6 5 0	8/98	Dunn et al.			

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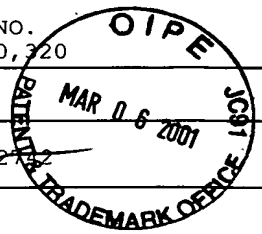
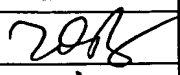
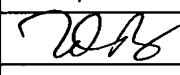
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		5 5 6 3 8 0 5	10/96	Arbuckle et al.			
		5 5 8 6 2 1 8	12/96	Allen			
		5 6 5 7 3 8 3	8/97	Gerber et al.			
		5 6 7 8 0 0 2	10/97	Fawcett et al.			
		5 5 5 0 9 0 5	8/96	Silverman			
		5 8 1 2 7 8 1	9/98	Fahlman et al.			
		5 8 0 2 5 2 6	9/98	Fawcett et al.			
		4 9 6 9 1 8 5	11/90	Dorst et al.			
		5 4 2 8 6 0 8	6/95	Freeman et al.			
		5 6 9 9 4 3 1	12/97	Van Oorschot et al.			
		5 7 1 2 9 0 2	1/98	Florence et al.			
		5 3 9 2 3 2 9	2/95	Adams et al.			
		5 5 5 5 2 9 7	9/96	Ochy P. et al.			
		3 4 4 5 2 1	2/94	Dezonno et al.			
		5 0 2 9 2 0 0	7/91	Haas et al.			
		5 8 3 2 0 7 0	11/98	Bloom et al.			
		4 8 0 9 2 7 2	2/89	Torggrim et al.			
↓		5 5 7 0 4 1 9	10/96	Cave et al.			
		5 6 1 9 5 0 8	4/97	Davis et al.			
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